




Listen to Me!
Effectively Communicating
With Your Care Providers


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Today's Topics


Care Coordination
Communication
Confidence



Care Coordination

PATCH ADAMS


You treat a disease, you win, you lose.
You treat a person, I guarantee you,
you'll win, no matter what the outcome.
~ Patch Adams



What is care coordination?
Care coordination is the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services.

- Elements of **Quality Care Coordination**
 - Deliberate
 - Organized
 - Involves multiple people
 - Patient-centered
 - Ideally, the result is the appropriate delivery of medical services


Definition from National Center for Biotechnology Information



Care Coordination
Who is involved?

- First and foremost: **THE PATIENT**
- Parent
 - **Coach and Captain**
 - **Constant** in the life of the child
 - **Expert** on their child
 - **Supervisor** of those who provide care
 - **Visionary** who sees the "big picture"

Parent and patient are central to the process and should be viewed by all others as equal participants.



Care Coordination
Who else is involved?


- **Medical Case Managers:** Persons who are eligible for Medicaid under a managed care option have a case manager that may be able to help.
- **Medical professionals:** doctors, nurses, pharmacists, etc.
- **Others:** social workers, school health aides, etc.
 - **ACTIVITY:** Create a care map



Care Coordination

What should you do?


- Get health insurance coverage.
 - Keep private insurance if possible, even if eligible for Medicaid.
 - Contact Family Voices for options
- Understand your insurance coverage.
 - Get a copy of the entire policy.
 - Read carefully to know the basics.
 - Know who to contact.
- Problems and Appeals
 - Know which kind of plan you have
 - Self funded: Contact U.S. Dept of Labor (606) 578-4680
 - Fully Insured: Contact IN Dept of Insurance 1-800-622-4461



Care Coordination


What else can you do?

- Save time and energy with technology
 - Apps: Care Zone
 - Use text reminders for appointments, medications ready
 - Use automatic refills for medications
 - Use online medical charts
- Use a medical summary tool
 - Self-Manage Your Health Care (Indiana Transition Book)
 - Portable Medical Summary
 - Wellness Passport and Addendum
 - Thumb drive on your key chain
 - Keep a copy attached to your child's car seat in case of emergency



Communication

"The single biggest problem in communication is the illusion that it has taken place."
~ George Bernard Shaw




Communication

Have you ever...


- Met with your child's teacher about any issue?
- Told a cashier that an item was not ringing up correctly?
- Spoken at a local gathering about a project you care about?
- Reminded your doctor about an important detail like a drug allergy?

YES? Then you are communicating! You are being an advocate! Advocates speak up for themselves or others to make things better. Being an advocate is an important part of care coordination.



Communication Basics

- Communication is an interactive process between two or more parties and involves the exchange of ideas, information, beliefs, opinions, values, and more.
- All parties need to take responsibility for each conversation. Every person involved must make sure they are hearing and understanding.



Get organized

Documenting Details


- Have a care notebook
 - Take notes on appointments, medications, questions, ideas, etc.
 - Keep a communication log
 - Date, time, and type of communication
 - Names and titles of participants
 - Content: What was discussed
 - Action items: Who is responsible for what?
 - When will you communicate again?
- Sharing medical information
 - Know office policies.
 - Confidentiality/HIPAA Procedures vary.
 - It is okay to need advice between appointments
 - Find out how your provider prefers to communicate (through a nurse or staff member, by phone, by email, etc.)



Active Listening

Listening so you understand

- Strategies for Active Listening
 - Ask questions
 - Eye contact
 - Lean forward
 - Encourage
 - Paraphrase
 - Clarify
 - Focus on feelings
 - Summarize
- Make a recording of the appointment.
- Keep the patient occupied: Busy Bag




Wait! What?

Asking Effective Questions

- Come prepared. Have your care notebook ready with initial questions and important information:
 - Current medications
 - Recent symptoms
 - Recent specialist notes
 - Recent test results
- 3 basic questions for every provider that you can use again and again
 - (1) What is my main problem?
 - (2) What do I need to do?
 - (3) Why is it important for me to do this?
- Other tips for asking questions: <http://www.ahrq.gov/legacy/questions/qb/>

Adapted from online Guide "Ask Me 3"



Role Play

- Scenario: You are at your child's annual well visit. The nurse taking down your information says that they are typically running low on the vaccine that your child needs today, so your child will not be able to receive the vaccine until another shipment arrives.
- Response: Working with a partner, decide how you could respond to this statement in an assertive manner.

Role Play



- Scenario: You have been waiting to see a certain specialist for months, your symptoms have been worsening, and your stress level has been higher than usual. On the day of the appointment, you finally arrive after a hectic drive, and you realize you have forgotten your care notebook, but you do have your mobile phone.
- Response: Working with a partner, determine what you could do to get organized in the moment and practice what you would say first to the specialist.




Confidence

*What matters most is
how you see yourself.*

Ready, Set, Go *You've got this!*




- Be assertive.
- Look confident even when you don't feel it...
 - Verbal: Know what to say. Use care notebook.
 - Nonverbal: Know how to say it.
 - Posture (shoulders back, chin up)
 - Make eye contact.
 - Use appropriate personal space.
 - Facial expressions (attentive and concerned rather than worried!)
 - Voice (Pace, Tone, Volume, Pitch)
- Use "I" instead of "you"
 - Less threatening
 - Avoid placing blame
 - Focus on the patient.



Dealing with Difficult People

When you disagree...

- Breathe slowly and stay calm.
- Use these steps for Problem Solving
 - Define the problem.
 - State the common goal.
 - Collect research-based information to support your position. **Trust It or Trash It**
 - Listen to the specialist.
 - Identify possible solutions and choose the best one.
 - Take time to reflect and develop a mutually agreed upon plan. And if that doesn't work...
- Know your rights!
 - Find a new provider.
 - Get a second opinion.



Contact Info and References

- Family Voices Indiana
 - 317-944-8982
 - fvindiana.org
- Some content adapted from
 - "Skills for Effective Parent Advocacy"
A curriculum created by the National Family Advocacy Support and Training (FAST) Project, a project of PACER Center: fastfamilysupport.org
 - "Communication" webinar by INSOURCE on October 27, 2015: insource.org
 - "Care Coordination" training developed by Region 4 Genetics Collaborative, a project of Michigan Public Health Institute
